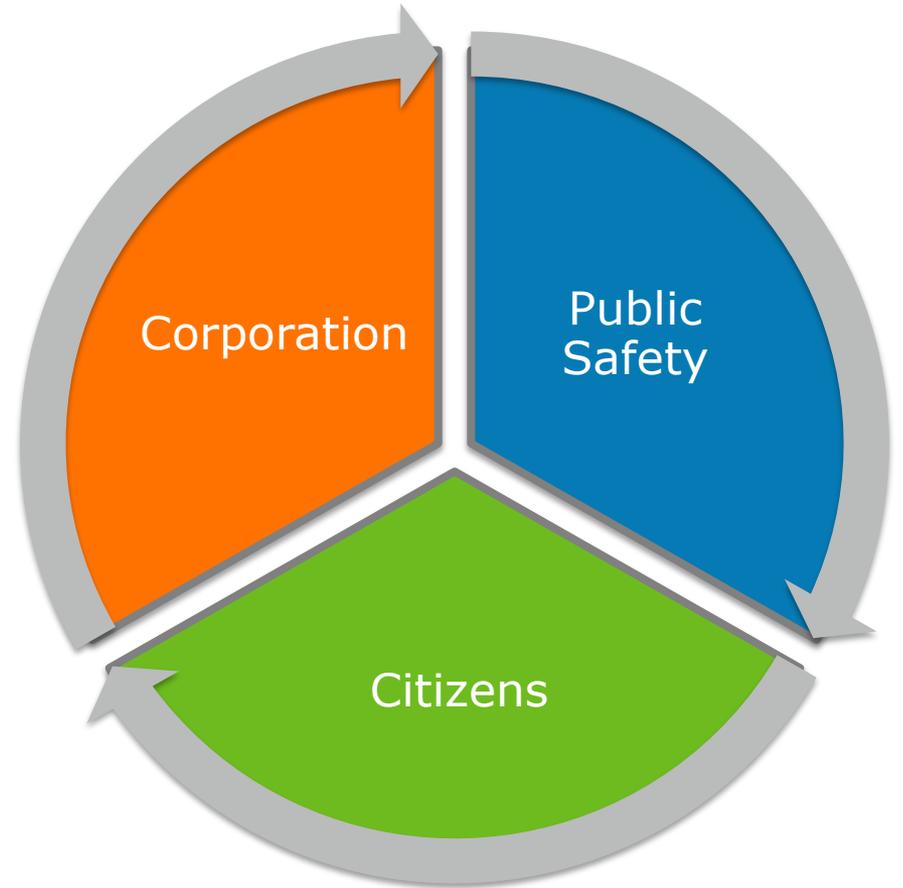


Solutions for Public Safety

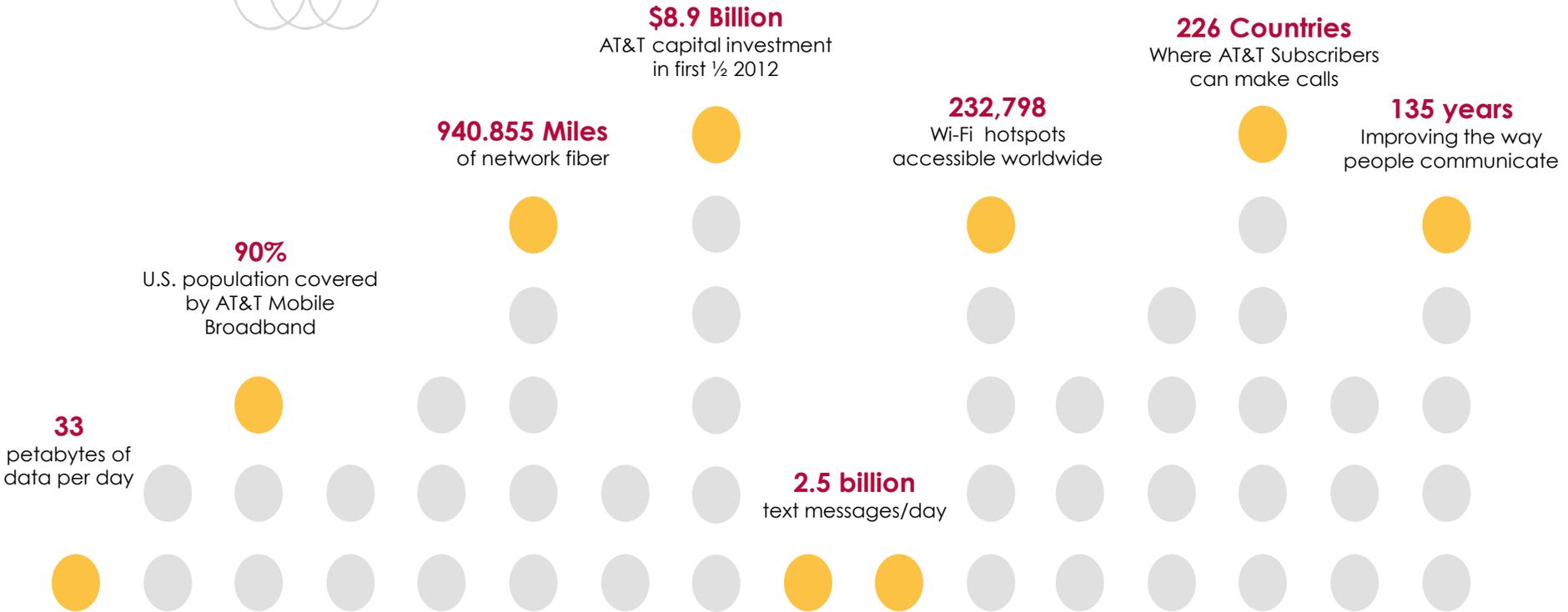
Mel A. Samples, Public Safety Practice Manager

January 2013





By the Numbers



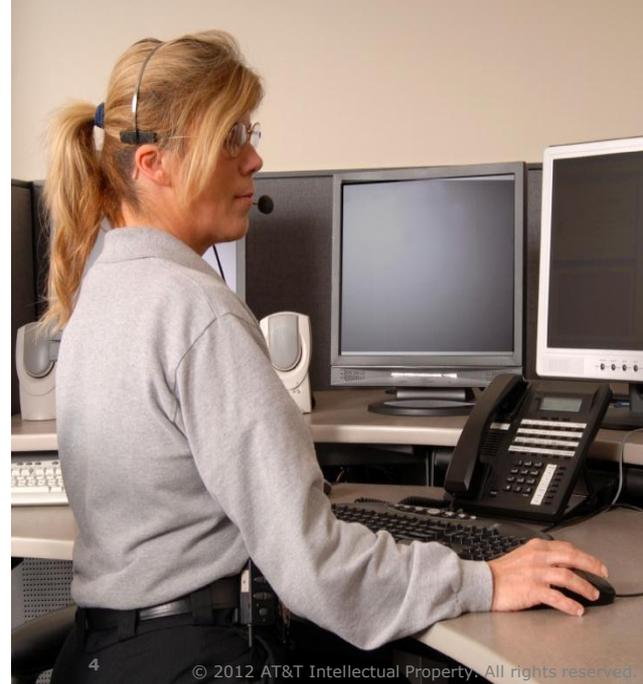
CALL

voice
video
text



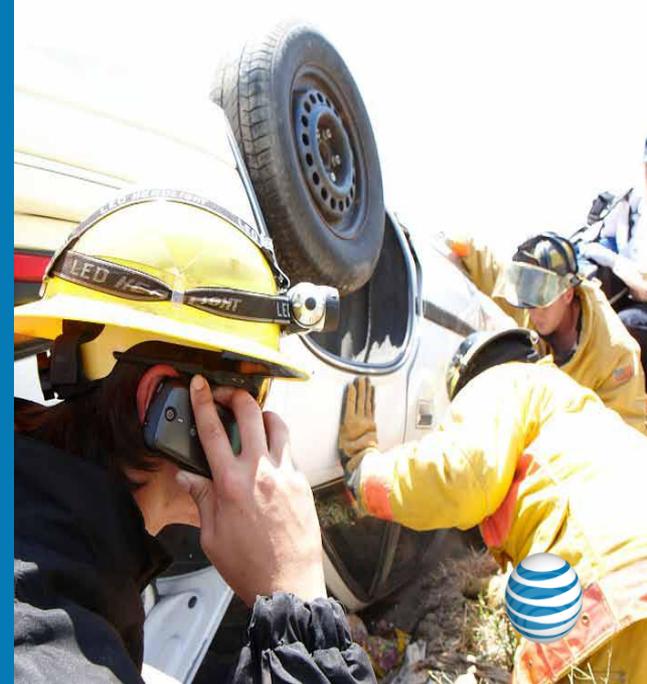
CRISIS

NG 9-1-1
BCDR
cloud



CAR

3G, 4G, 700 MHz
telematics
data & applications



PS-PREP

March 14, 2012

AT&T becomes **first private sector company** to receive certification under Department of Homeland Security's Private Sector Preparedness program

PS-Prep certification validates that AT&T is able to maintain or recover its own business operations in the face of an emergency or disaster, whether natural, man-made, or cyber in nature.



Plan. Prepare. Recover.



AT&T 3P — Proactive. Predictive. Preventive.



Hurricane Preparedness



High Profile Events
2012 Summer Olympics



U.S. Presidential Inauguration



Earthquake



AT&T Network Disaster Recovery

Over 320 Recovery
Technology Trailers &
support vehicles



Command Centers &
Emergency Communications

\$600 Million + invested

NDR Special Operations
Hazardous Material
Response

Power &
Infrastructure



Responding to Difficult Challenges

Route non-involved telecommunications traffic around an affected area.

Give the affected area communications access to the rest of the world.

Recover communications service to a normal condition as quickly as possible through restoration and repair.



Recovery In Operation

2001

- New York World Trade Center

2005

- Hurricane Katrina

2008

- Hurricane Ike

2010

- Earthquake in Chile

2011

- Tornadoes in AL and TN
- EF5 Tornado in Joplin, MO
- Hurricane Irene



AT&T Satellite Cell on Light Truck (COLT)
Hurricane Irene Response



August / September 2011 — Hurricane Irene

1,500+ technicians (24x7)

Dispatched over 2,000 generators
(through 9/2)

115 Central Offices on generator at the
peak of the response

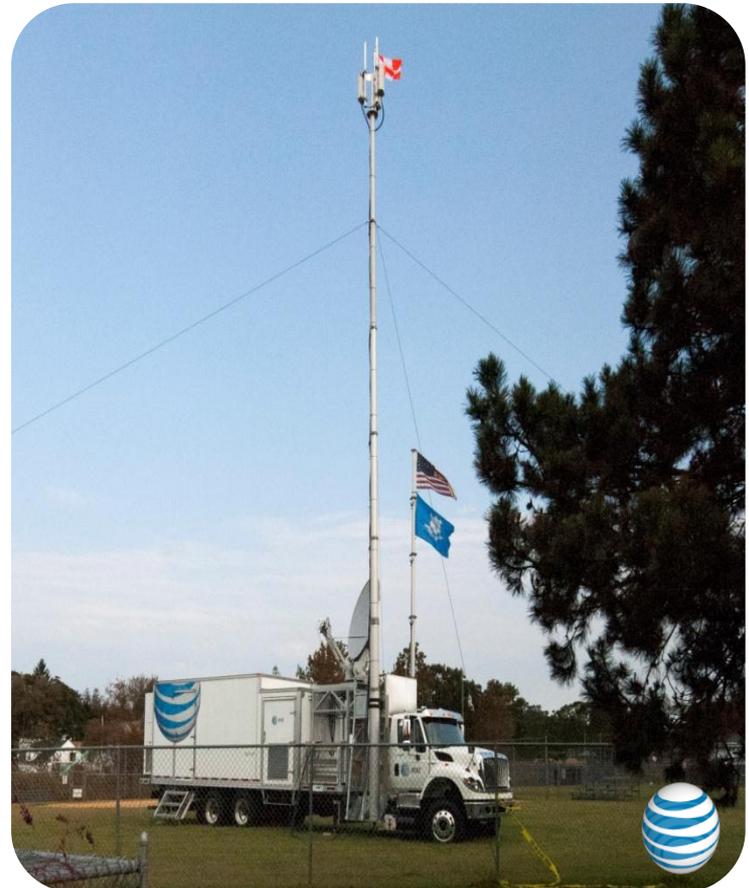
770 cell sites on generator at the peak of
the response

Accounted for over 25,000 employees

Activated the Global Emergency
Management process; two regional
Emergency Operations Centers and four
Local Response Centers

COLTs deployed to support to FEMA in
Massachusetts, Vermont, Connecticut and
New York

136,000 gallons of diesel fuel and 37,000
gallons of gasoline for generators and
fleet vehicles



October 2012 — Hurricane Sandy

- 5 Satellite COLTS
- 1 Satellite COW
- 4 ECVs
- 1 ECP
- 40 NDR Operations Team and volunteer members
 - Rockaway Peninsula (Queens)
 - Brooklyn
 - Staten Island
 - Oceanside (NY)
 - Lavallette/Seaside Heights, NJ
- Local and Regional Construction & Engineering Resources



AT&T NDR 2013 Exercises and Demonstrations

- 1Q Technology Exercise - Atlanta, GA
March 17-22
BCDR Event on March 19
Elected Official Day on March 20
- 2Q Technology Exercise — Hartford, CT | May 14-23
BCDR Event on May 21
Elected Official Day on May 22
- 2Q Technology Exercise — Amsterdam, Nederland | June 20-27
BCDR Event on June 25
Elected Official Day on June 26
- 4Q Technology Exercise — Portland, OR | October 16-24
BCDR Event on October 22
Elected Official Day on October 23



Isaac Response

Aug 24

- Preparations underway

Aug 28

- Hurricane Isaac makes landfall
- Over 85% of cell sites remain in service

Aug 30

- Sustained winds drop below 45mph
- Mobilization of technicians in most areas

Sept 1

- Temp generator deployment and re-fueling underway
- Switch office assessment complete and repairs underway

Sept 4
- 5

- Service is normal or near-normal in most areas
- All power issues covered except where no access



Rethink Possible

